



Customer Self Service User's Guide

This guide provides step-by-step instructions and photos to help you set up and use your Customer Self Service portal.



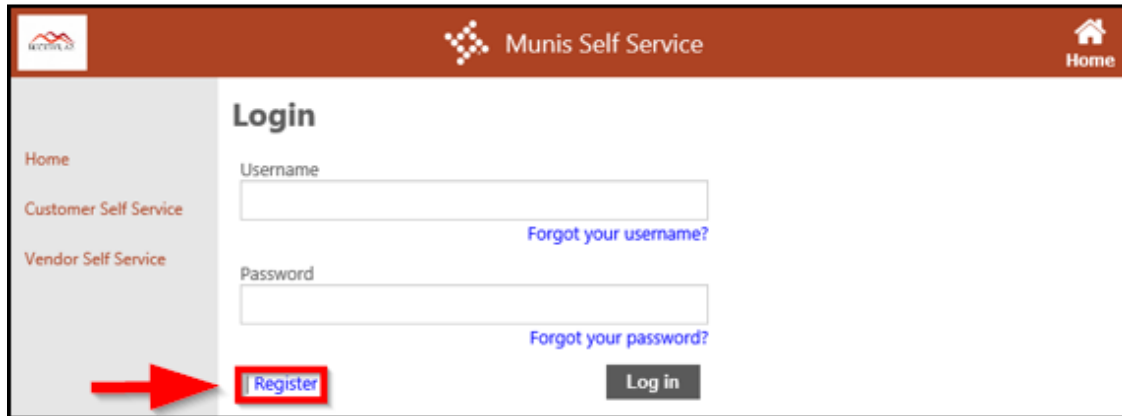
TABLE OF CONTENTS

Customer Self Service.....	
Registering for an account.....	1
Linking an account.....	2
Account Summary Screen	4
Making a Credit Card Payment.....	5
Setting up Automatic Payments	7
Paperless Billing	8
Support, Contact Us	8

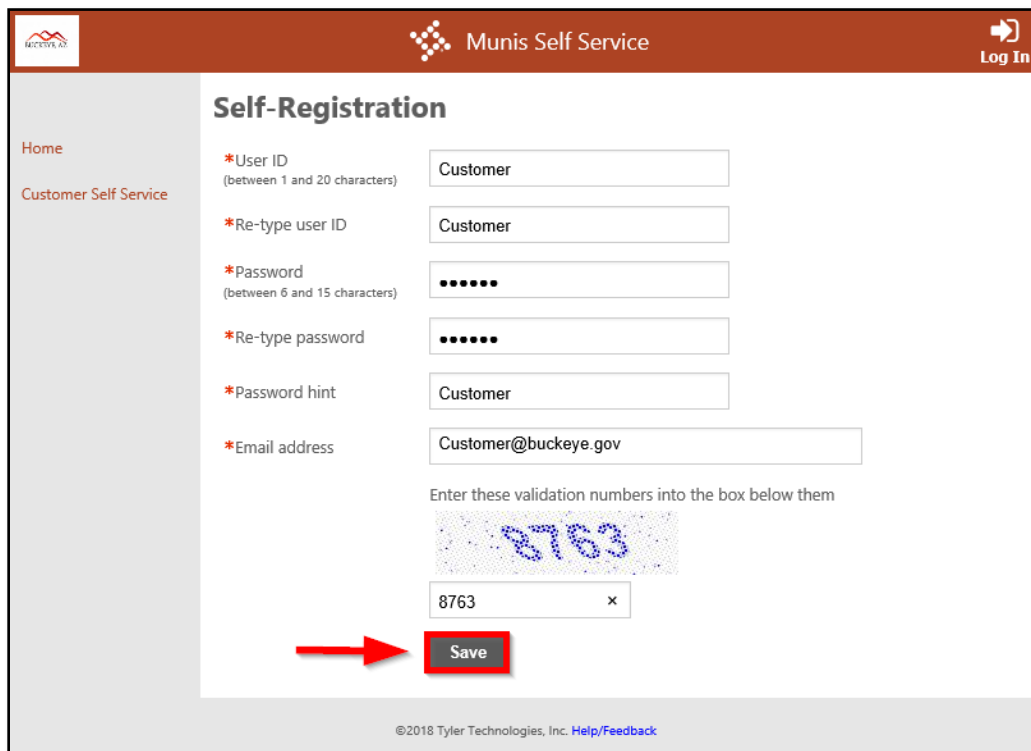
The Customer Self Service (CSS) portal will allow you to easily manage your city accounts. This portal will allow you to make payments either by setting up a recurring payment or paying one time per bill. You can also monitor your past usage with the easy to view dashboard.

To begin, please go to <https://selfservice.buckeyeaz.gov/MSS/citizens/UtilityBilling/default.aspx> in your browser to access your portal, or click [here](#) (Note: link only works on electronic copy of this document).

You will be brought to the CSS home screen. If this is your first time visiting, you will need to register to create an account. Click **“Register”** as indicated below. Please make sure to select **“Customer Self Service”**.



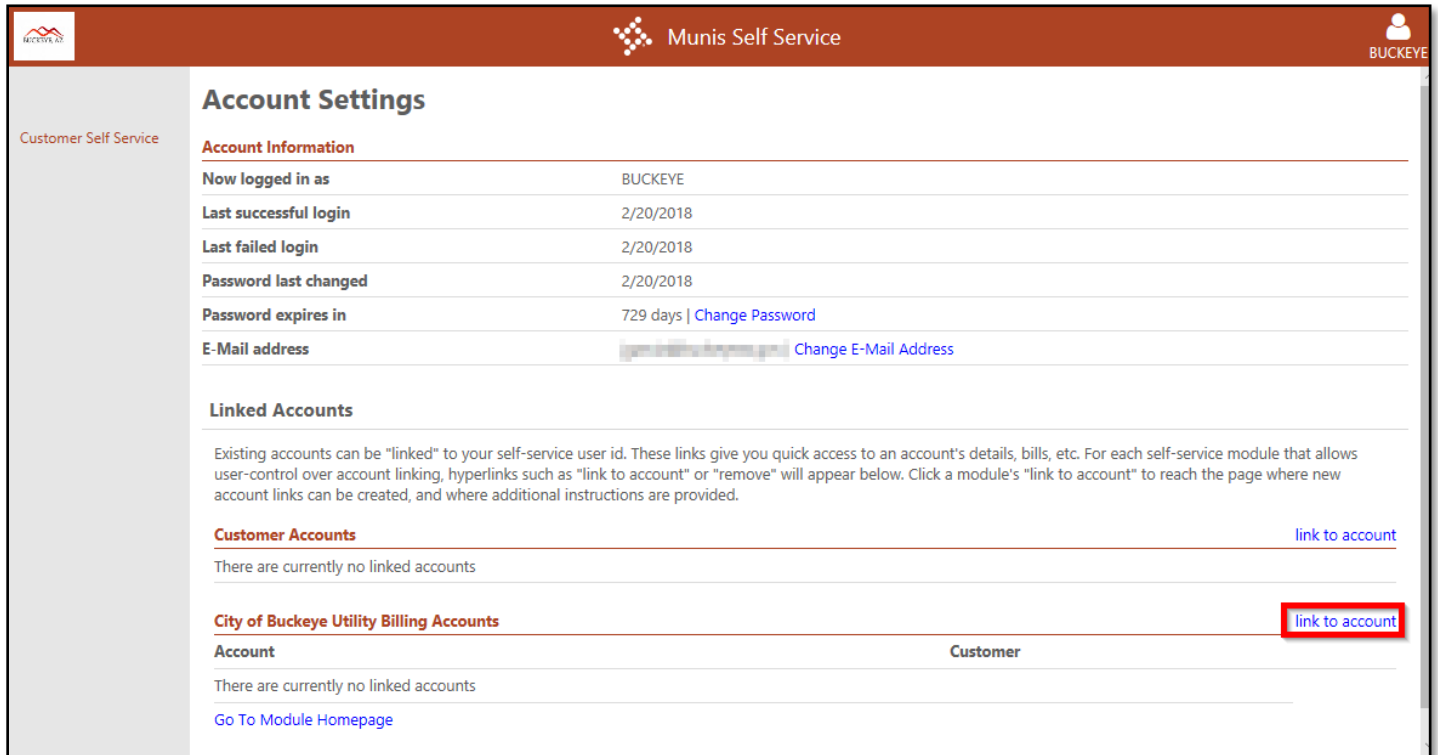
You are now on the **“Self-Registration”** screen. Choose a secure **“User ID”** and password that you will remember. If necessary, write down your chosen username and password in a secure location for future reference. Complete all the fields with your chosen information. Once you are done, click **“Save”**.



- **Linking your account**

Once you have completed the registration process; your account has now been created you will be brought to the “**Account Settings**” screen. You will need to link an available account to manage your city services.

Click “**Link to Account**”



Account Settings

Account Information

Now logged in as	BUCKEYE
Last successful login	2/20/2018
Last failed login	2/20/2018
Password last changed	2/20/2018
Password expires in	729 days Change Password
E-Mail address	Change E-Mail Address

Linked Accounts

Existing accounts can be “linked” to your self-service user id. These links give you quick access to an account’s details, bills, etc. For each self-service module that allows user-control over account linking, hyperlinks such as “link to account” or “remove” will appear below. Click a module’s “link to account” to reach the page where new account links can be created, and where additional instructions are provided.

Customer Accounts [link to account](#)

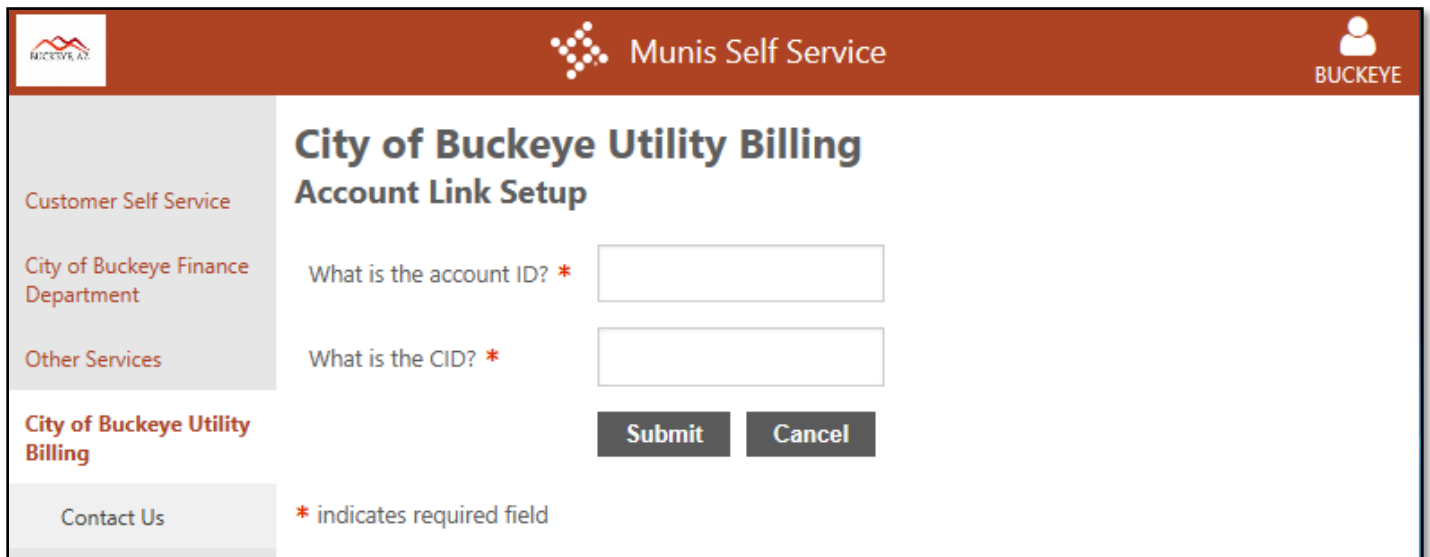
There are currently no linked accounts

City of Buckeye Utility Billing Accounts [link to account](#)

Account	Customer
There are currently no linked accounts	

[Go To Module Homepage](#)

You are now on the “**City of Buckeye Utility Billing Page.**” This page will allow to access your utility account with the city. To access your account, you will need your new Account Number and Customer ID Number located on your bill.



City of Buckeye Utility Billing Account Link Setup


What is the account ID? *

What is the CID? *

[Submit](#) [Cancel](#)

* indicates required field

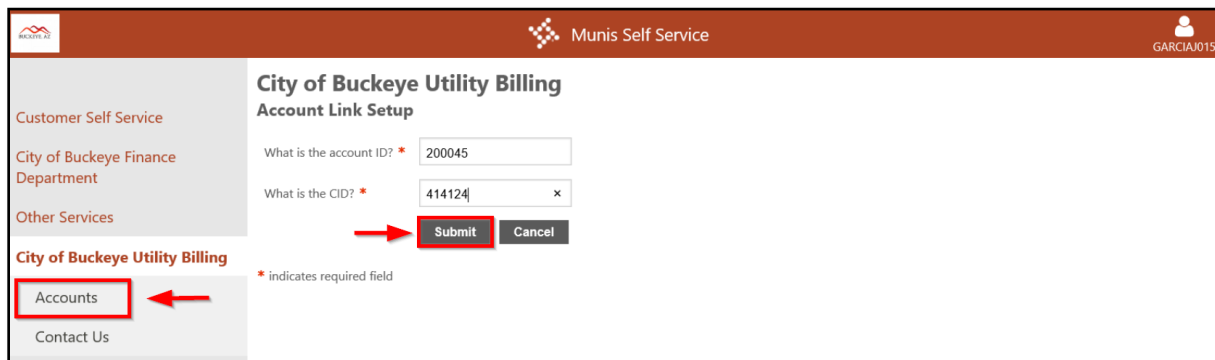
Please locate your bill at this time. Find the “**Account Number**” field on your new bill, as shown below. Your Account Number is the numbers to the left of the hyphen, and the numbers to the right of the hyphen are your Customer ID. You will need to link your bill to your registered account in the CSS portal to view and or pay your bill.

		City of Buckeye - Utility Billing 530 E. Monroe Ave Buckeye, AZ 85326 - 2806 623-349-6100 www.buckeye.gov		UTILITY BILL Customer Copy Keep this portion for your records	
Customer Name			Service Address		
Buckeye, Bucky			530 E. Monroe Ave		
Bill Number	Bill Date	Account Number		Current Billing Due Date	
100000	01/08/2018	200045-411244		01/29/2018	
Description	Meter	Previous Read Date	Current Read Date	Previous Meter Reading	Current Meter Reading
					Usage (1000 gal.)
					Charge

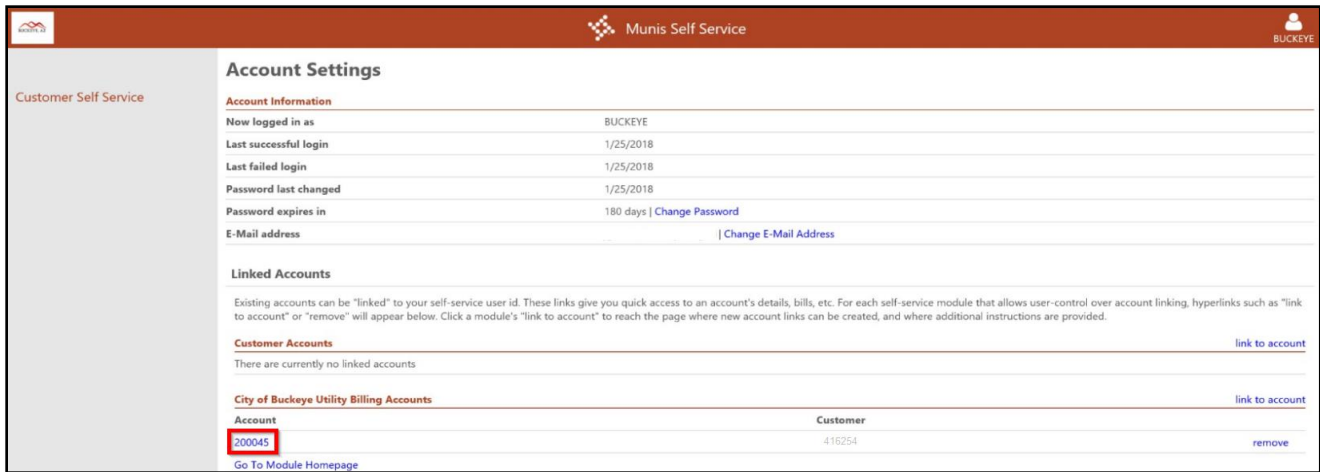
Click “**Accounts**” from the left side navigation bar as indicated by the red box below. Then click the blue link “**Link to Account**” in the top right.

- Enter your Account Number (Account ID) (the numbers to the left of the hyphen) in the “**Account Number**” field.
- Enter your Customer ID (CID) (the numbers to the right of the hyphen) in the “**Customer ID**” field.

Click “**Submit**” to search for the bill.



Once you search a valid account number, you will have the results displayed as shown below. You will need to click the “**Link to Account**” link to the right. You will have to link an account for the first use, you can also link multiple bills to your CSS account to manage, and they will all be listed on this screen.



Account Settings

Account Information

Now logged in as	BUCKEYE
Last successful login	1/25/2018
Last failed login	1/25/2018
Password last changed	1/25/2018
Password expires in	180 days Change Password
E-Mail address	Change E-Mail Address

Linked Accounts

Existing accounts can be "linked" to your self-service user id. These links give you quick access to an account's details, bills, etc. For each self-service module that allows user-control over account linking, hyperlinks such as "link to account" or "remove" will appear below. Click a module's "link to account" to reach the page where new account links can be created, and where additional instructions are provided.

Customer Accounts [link to account](#)

There are currently no linked accounts

City of Buckeye Utility Billing Accounts [link to account](#)

Account	Customer	
200045	416254	remove

[Go To Module Homepage](#)

Once your account has been registered and a Bill has been linked to your account. You will now be directed to the "Account Settings" screen of the CSS portal when you log in.

You will need to click the blue hyper link under the account column to access your account.

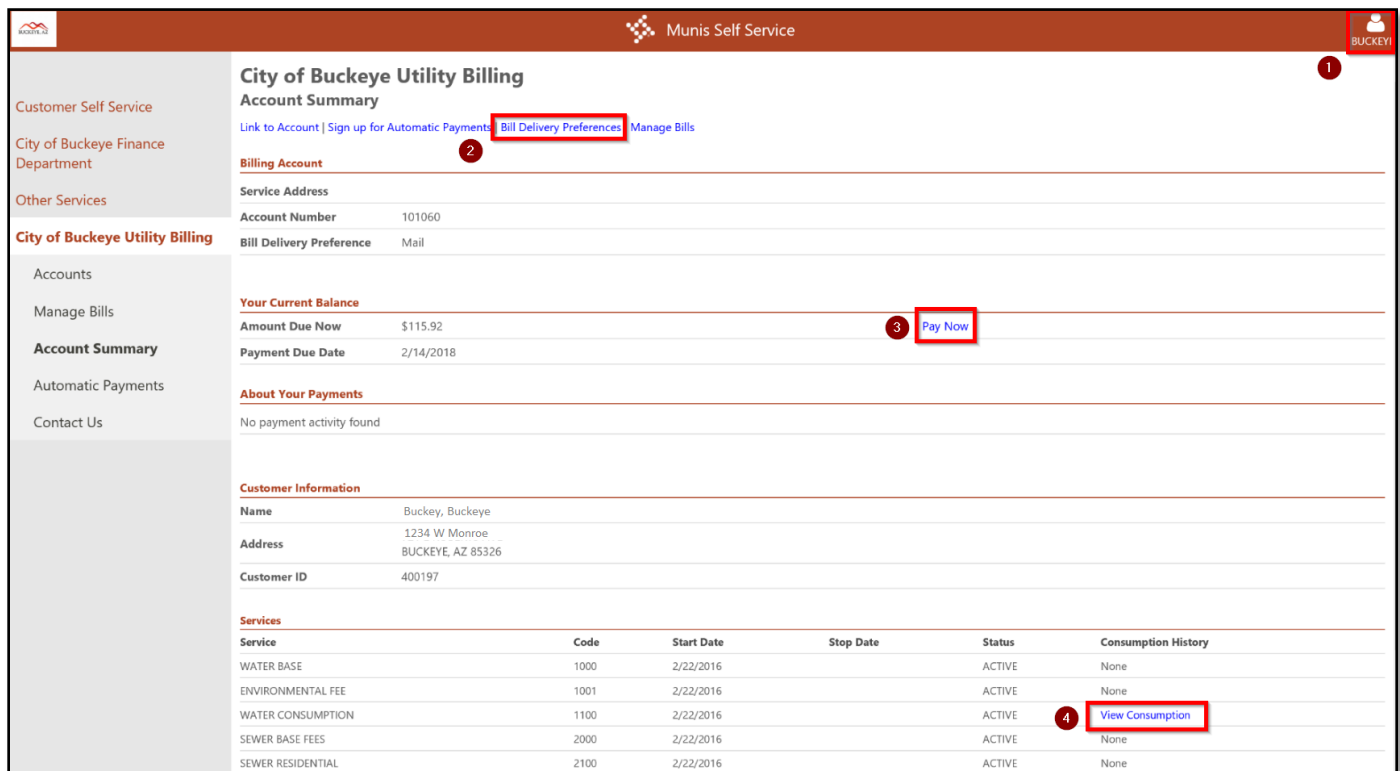


City of Buckeye Utility Billing Accounts [link to account](#)

Account	Customer	
200045	416254	remove

[Go To Module Homepage](#)

Once you click your bill, you will have access to multiple links on your account for different features.



City of Buckeye Utility Billing

Account Summary

[Link to Account](#) | [Sign up for Automatic Payments](#) | [Bill Delivery Preferences](#) | [Manage Bills](#)

Billing Account

Service Address

Account Number 101060

Bill Delivery Preference Mail

Your Current Balance

Amount Due Now	\$115.92	Pay Now
Payment Due Date	2/14/2018	

About Your Payments

No payment activity found

Customer Information

Name Buckeye, Buckeye

Address 1234 W Monroe
BUCKEYE, AZ 85326

Customer ID 400197

Services

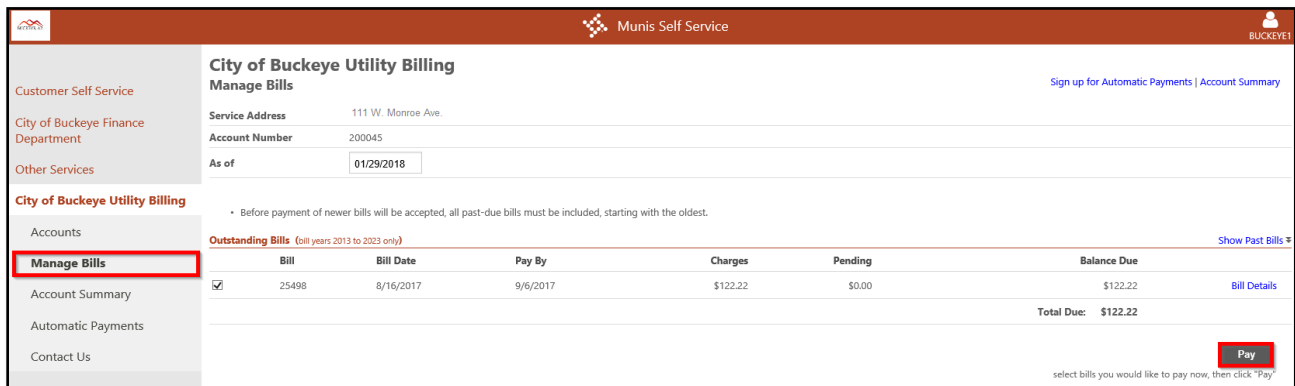
Service	Code	Start Date	Stop Date	Status	Consumption History
WATER BASE	1000	2/22/2016		ACTIVE	None
ENVIRONMENTAL FEE	1001	2/22/2016		ACTIVE	None
WATER CONSUMPTION	1100	2/22/2016		ACTIVE	View Consumption
SEWER BASE FEES	2000	2/22/2016		ACTIVE	None
SEWER RESIDENTIAL	2100	2/22/2016		ACTIVE	None

1. **Account Management** – Update account information, remove linked accounts.
2. **Bill Delivery Preferences** – This screen will let you enroll in electronic billing for paperless bills.
3. **Pay Now** – If there are monies owed on your account, you can use this link to pay by credit card.
4. **View Consumption** – This will allow you to view your previous consumption for previous bill.

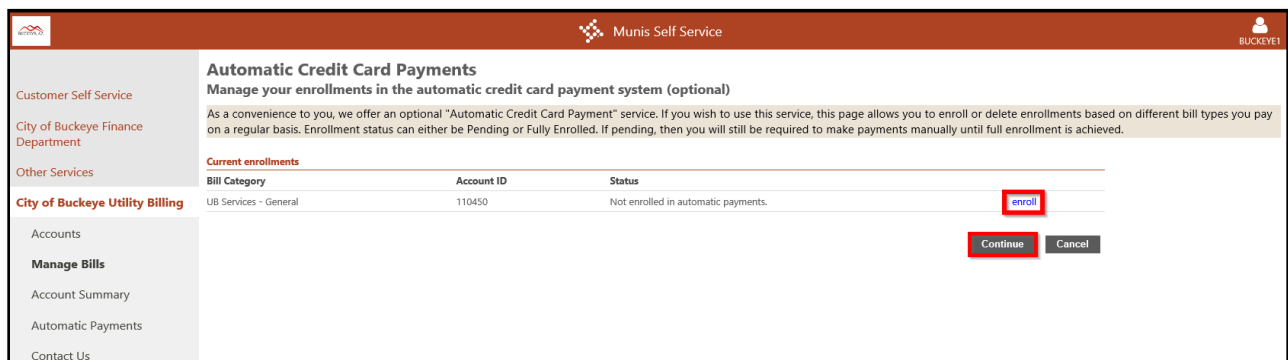
• Paying Your Bill:



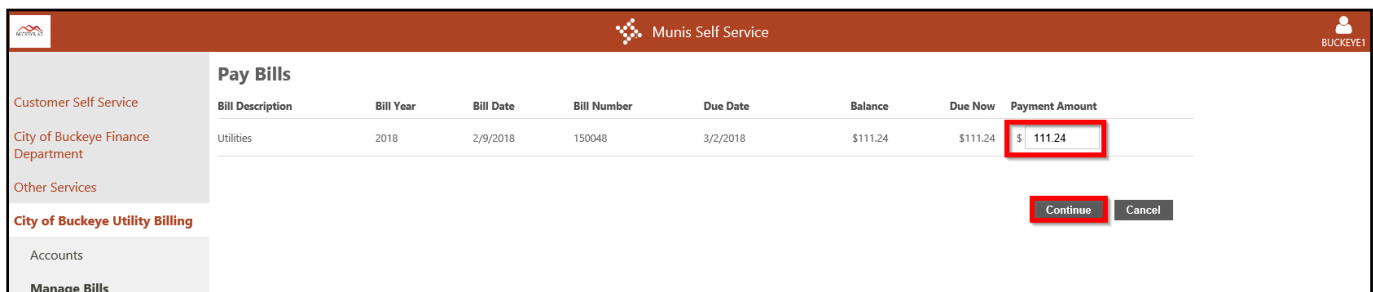
Click the “**Manage Bills**” from the left side navigation menu. You will be shown any pending bills that have an outstanding balance owed. You can choose to pay all or one bill by selecting the check box next to the Bill number and then clicking Pay.



You can choose to enroll your account in Automatic Payments using your Credit Card by clicking the blue enroll hyperlink. **Note:** You will need to complete at least 1 manual payment before enrollment can be established.

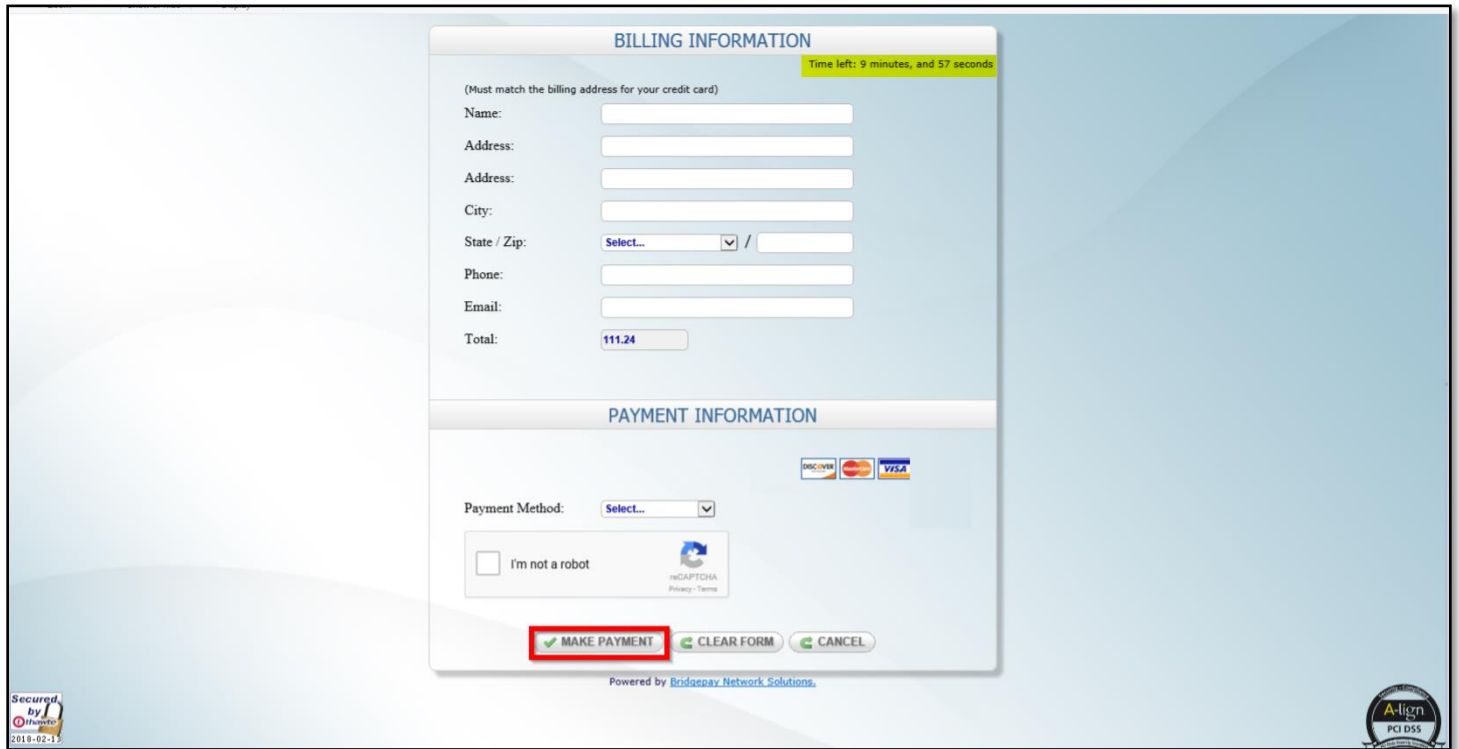


Once you click “continue”; you will be taken to the payment screen. This screen will allow you to change the amount you can pay against your bill.



Click **“Continue”** you will now be taken to the payment processor screen. You can pay by all major credit cards and e-check. Enter all billing address information matching your credit card billing information on file with your bank.

Note: the security token for this process has a timer located in the top right of the screen; you will only have 10 minutes to complete the payment process.



BILLING INFORMATION

(Must match the billing address for your credit card)

Name:

Address:

Address:

City:

State / Zip: /

Phone:

Email:

Total:

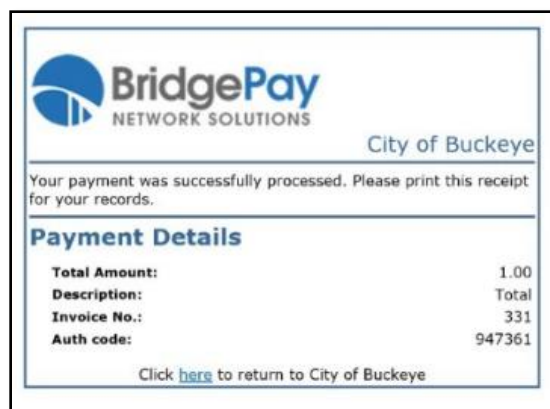
PAYMENT INFORMATION

Payment Method:

☐ I'm not a robot

Powered by Bridgepay Network Solutions.

Upon successful completion of the payment process, you will receive a confirmation message. You will also receive a email confirmation to the email provided at the email address provided at the time of payment.



BridgePay
NETWORK SOLUTIONS

City of Buckeye

Your payment was successfully processed. Please print this receipt for your records.

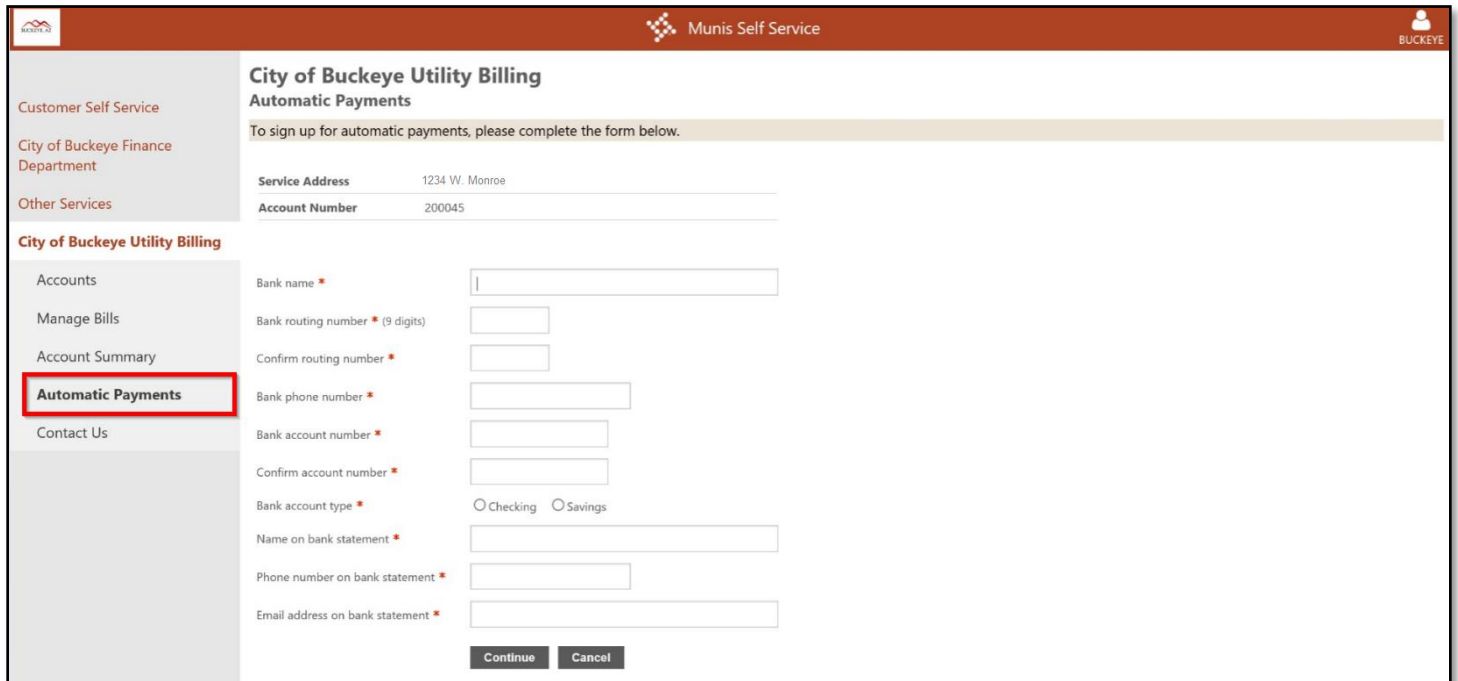
Payment Details

Total Amount:	1.00
Description:	Total
Invoice No.:	331
Auth code:	947361

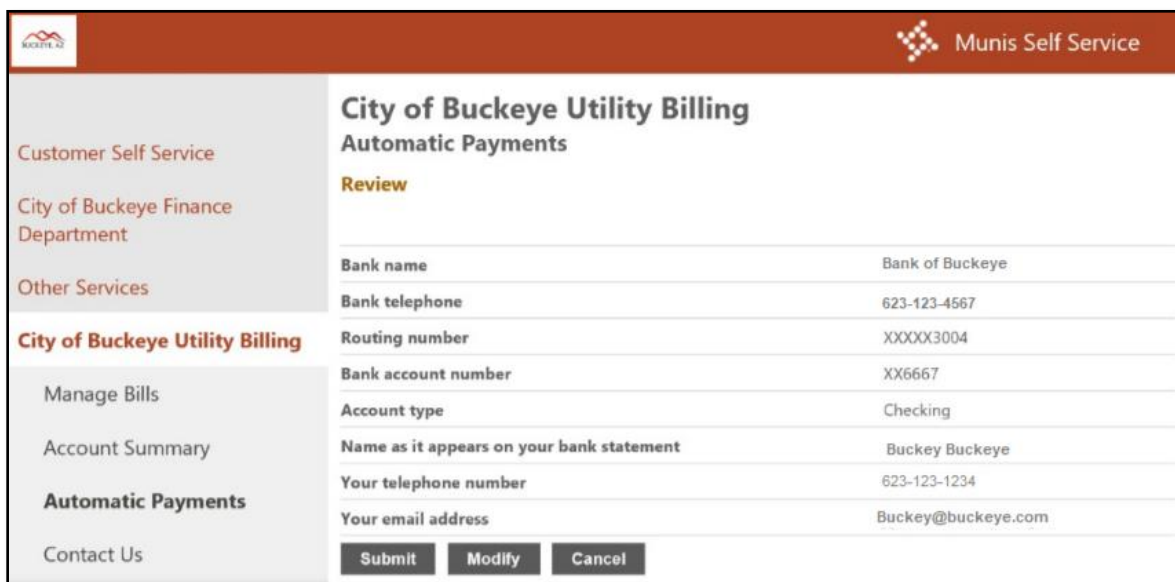
Click [here](#) to return to City of Buckeye

• **Setting up automatic payments:**

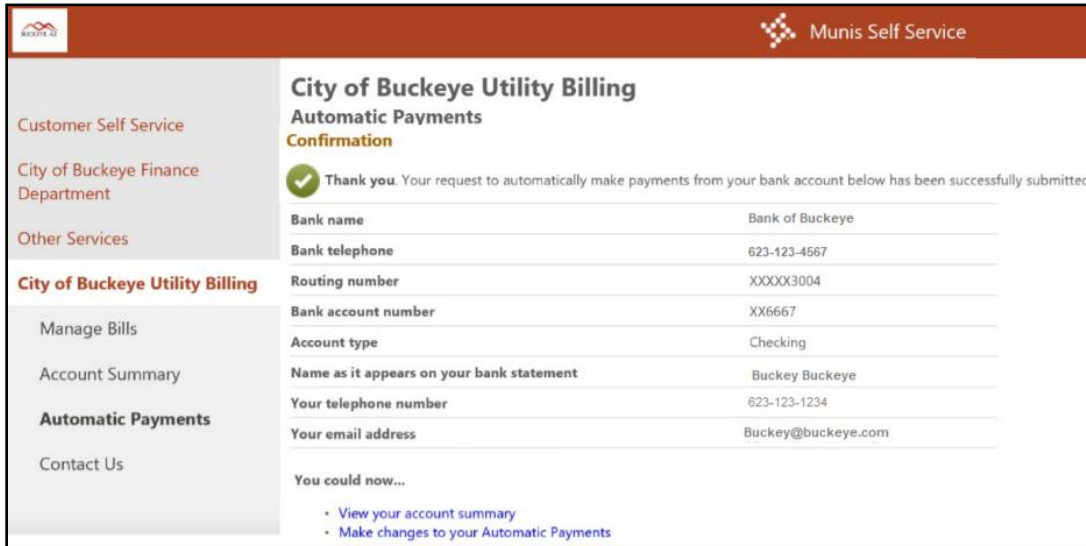
Click the “**Automatic Payments**” from the left side navigation menu. You can link your Checking or Savings account to pay your city bills automatically. You will need your bank information to set this feature up; setting up the account for automatic payments through this method will authorize the monies to be pulled directly from your selected bank account.




After inputting all the required banking information you will be presented to a “Review” screen before you click “**Submit**”



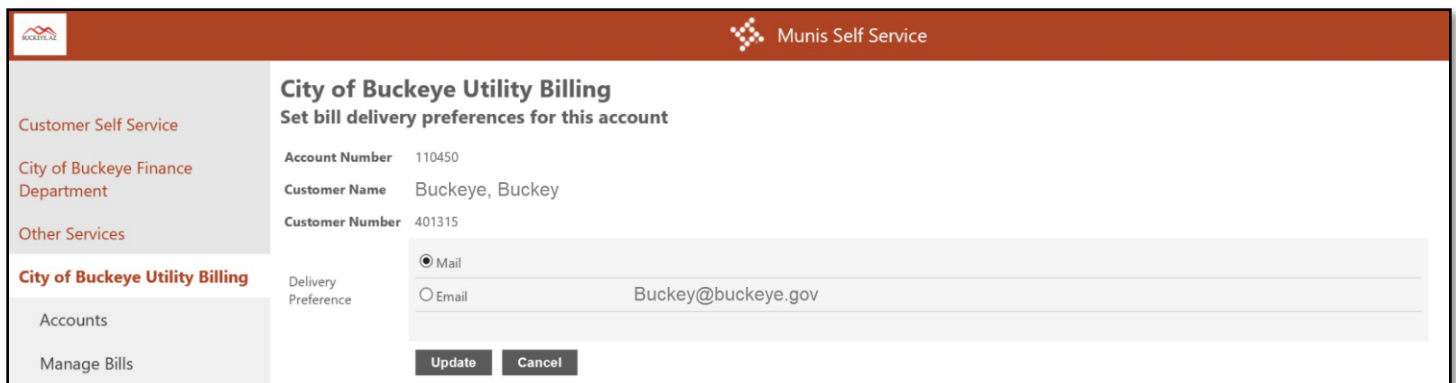
After submitting the information, you will get the Confirmation screen. Note: until you have been notified that automatic payments are in effect; you will need to make payments as normal either by making payments online, mail, or visiting the Utility Billing office.



City of Buckeye Utility Billing	
Automatic Payments Confirmation	
 Thank you. Your request to automatically make payments from your bank account below has been successfully submitted.	
Bank name	Bank of Buckeye
Bank telephone	623-123-4567
Routing number	XXXXX3004
Bank account number	XX6667
Account type	Checking
Name as it appears on your bank statement	Buckey Buckeye
Your telephone number	623-123-1234
Your email address	Buckey@buckeye.com
You could now... <ul style="list-style-type: none"> • View your account summary • Make changes to your Automatic Payments 	

Paperless Billing | E-mail bill delivery

You can select your billing delivery preference to mail or e-mail; this screen will also allow you to update your email address if at any time it changes.



City of Buckeye Utility Billing	
Set bill delivery preferences for this account	
Account Number	110450
Customer Name	Buckeye, Buckey
Customer Number	401315
Delivery Preference	<input checked="" type="radio"/> Mail <input type="radio"/> Email
	Buckey@buckeye.gov
<input type="button" value="Update"/> <input type="button" value="Cancel"/>	

For additional help please contact one of our representatives from the Utility Billing department.

Phone: **623-349-6100**: 7:00am – 6:00pm. Monday – Thursday (excluding government holidays).

You can also e-mail billing@buckeyeaz.gov; please provide a good contact number and a brief explanation of your issue and a representative will get back to you during normal working hours.

<http://www.buckeyeaz.gov/water-resources/>